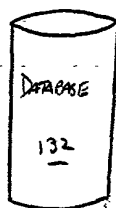
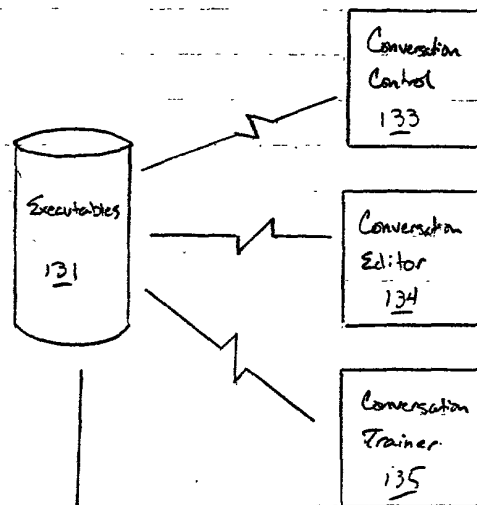


FIG. 1A

130



135

APPROACH A 136			
SCRIPT AA 137		SCRIPT BA 138	
Script Items AAA 141	Script Items BAA 142	Script Items BBA 141	Presentation BBA 151
			Presentation ABA 152
			Presentation BBA 153
			Presentation ABA 154
			Presentation BBA 155
			Presentation ABA 156
			Presentation BBA 157
			Presentation ABA 158

FIG. 18

FIG. 2A is a block diagram of a system 100 for controlling a telephone 160. The system 100 includes a computer 120, an audio path 151, a dial path 152, a connection control 140, a telephone interface 160, a telephone 161, a display 191, a mouse 192, and a database 130. The computer 120 is connected to the audio path 151, the dial path 152, the connection control 140, the display 191, and the mouse 192. The audio path 151 is connected to the telephone interface 160. The dial path 152 is connected to the telephone interface 160. The connection control 140 is connected to the dial path 152. The telephone interface 160 is connected to the telephone 161. The database 130 is connected to the computer 120. The display 191 and the mouse 192 are connected to the computer 120. The telephone 161 is connected to the telephone interface 160. The system 100 is shown in FIG. 2A.

110

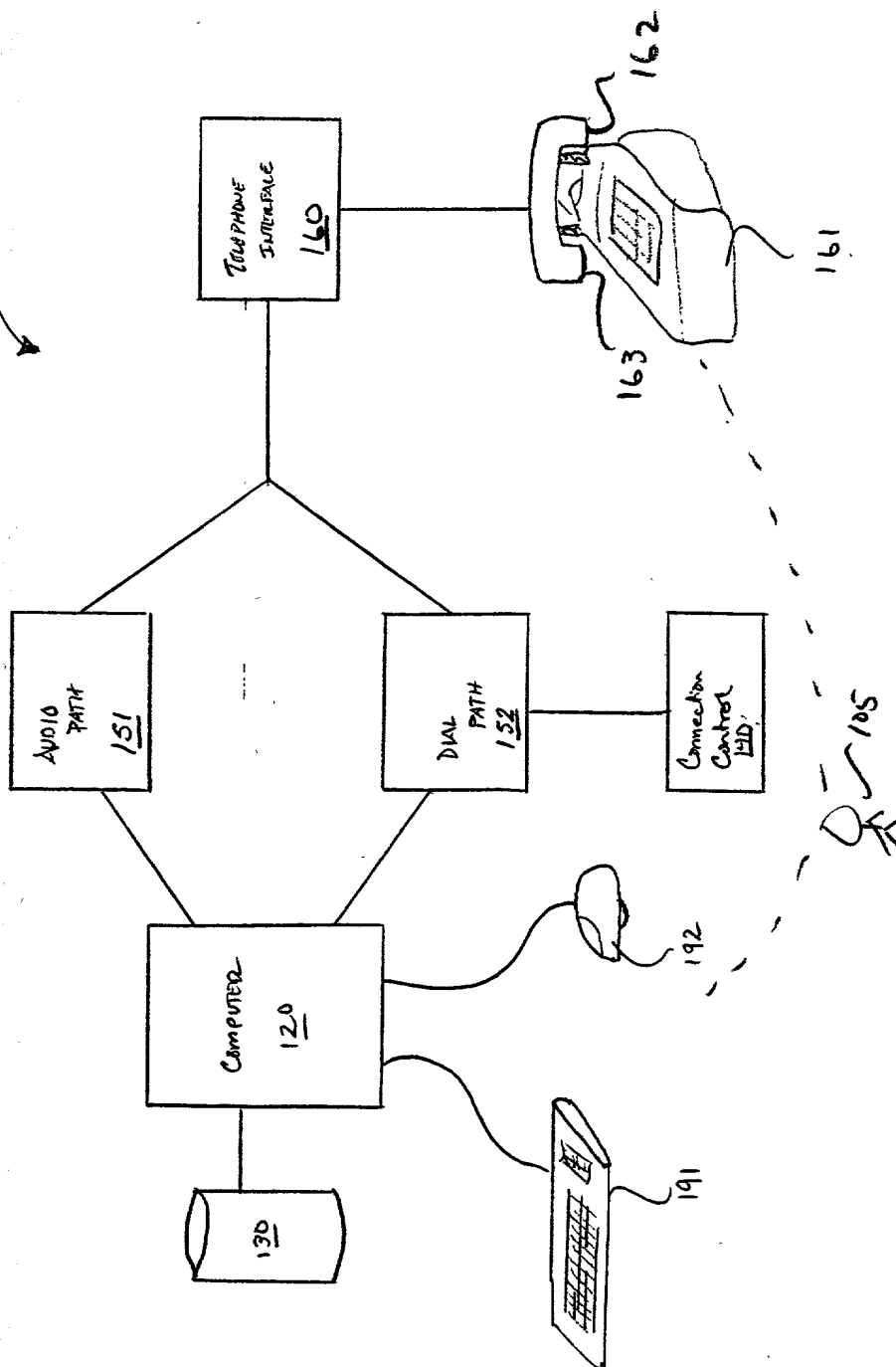


FIG. 2A

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED

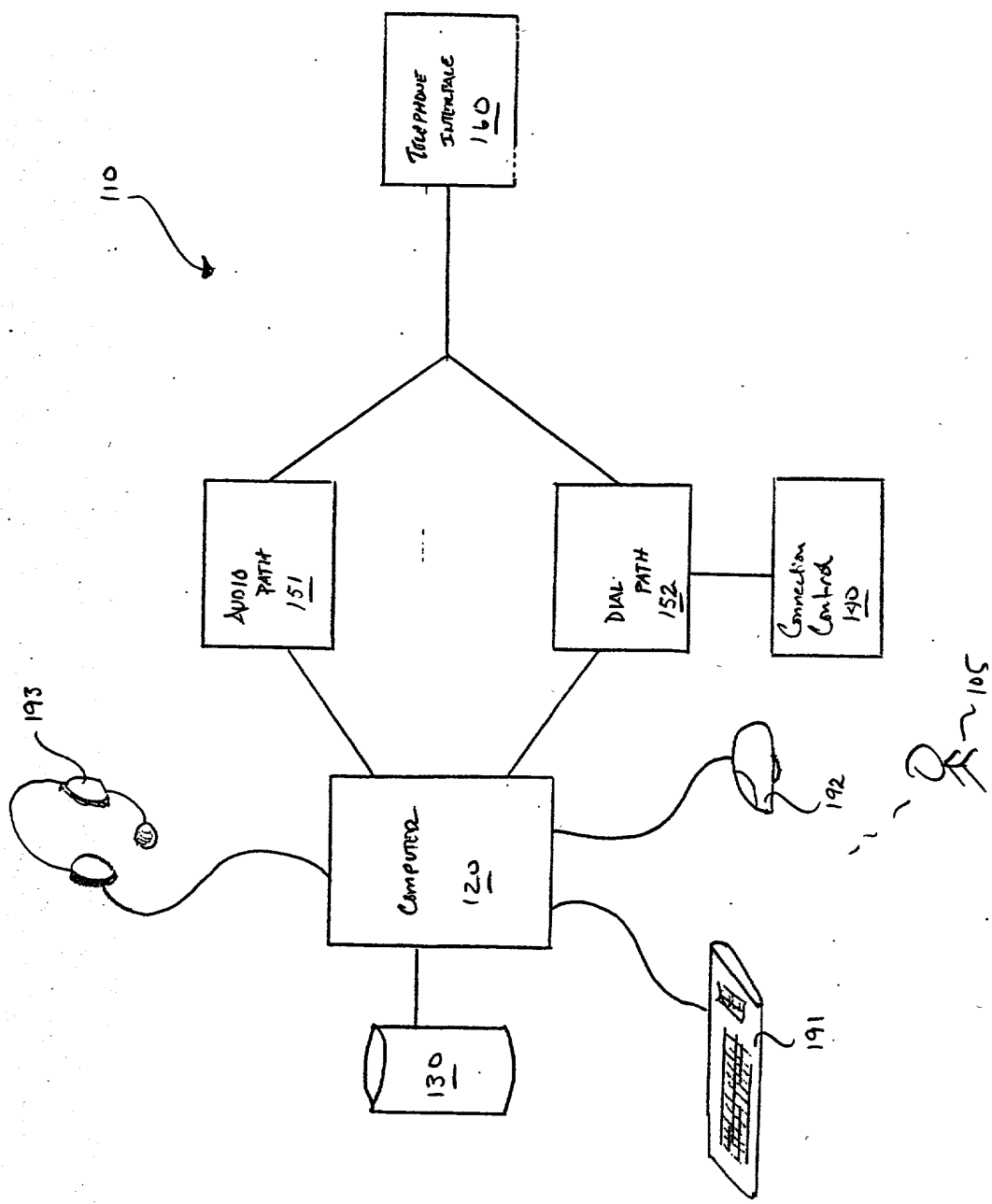
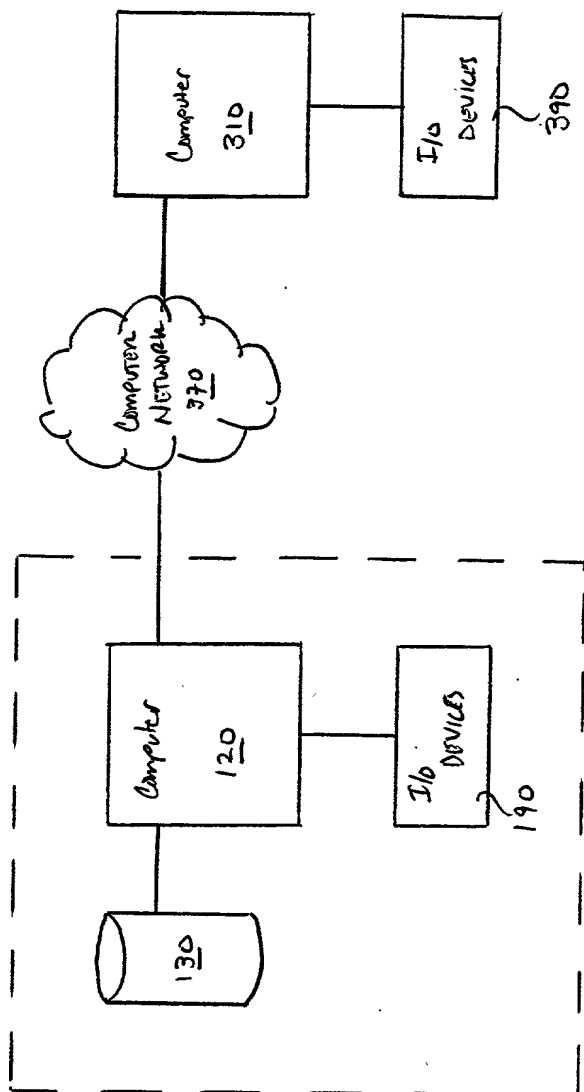


FIG. 2B

300



105

185

FIG. 3

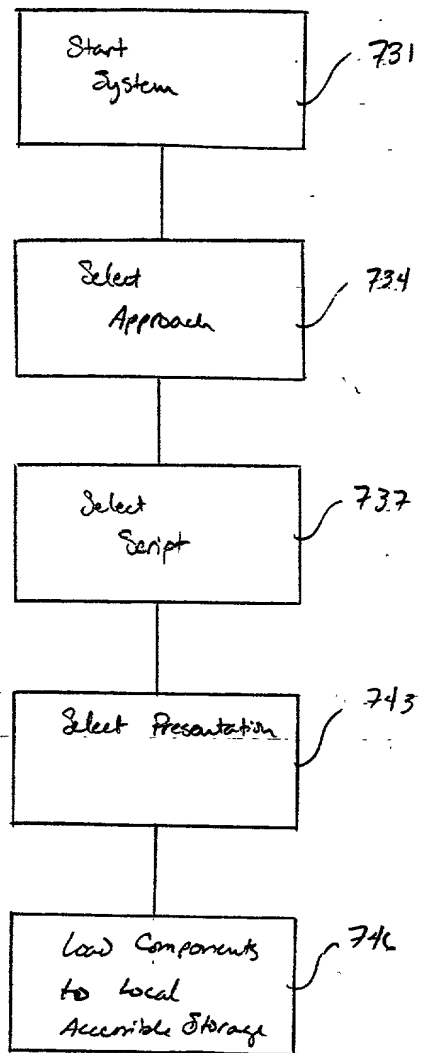


FIG 4A

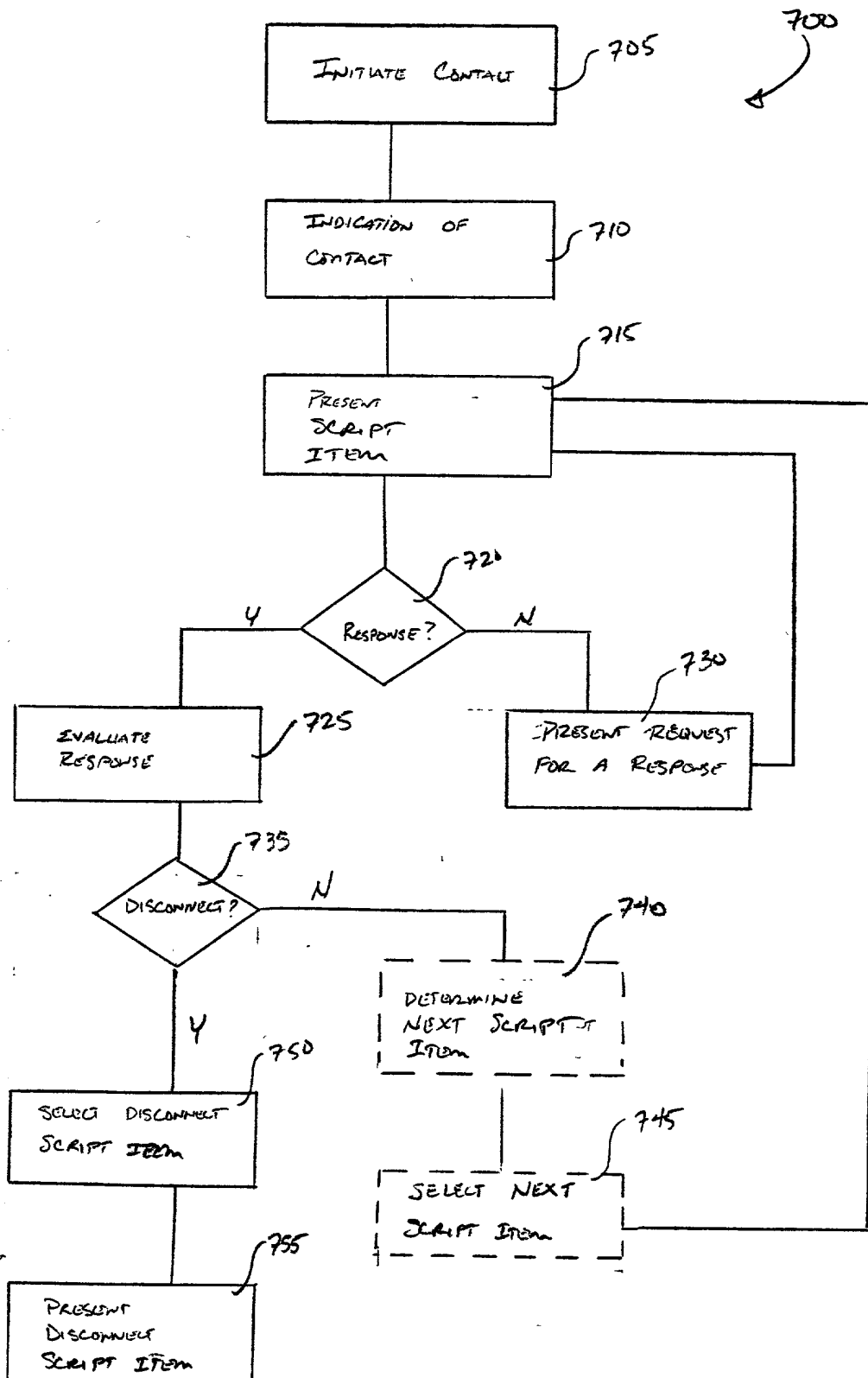


FIG. 4B

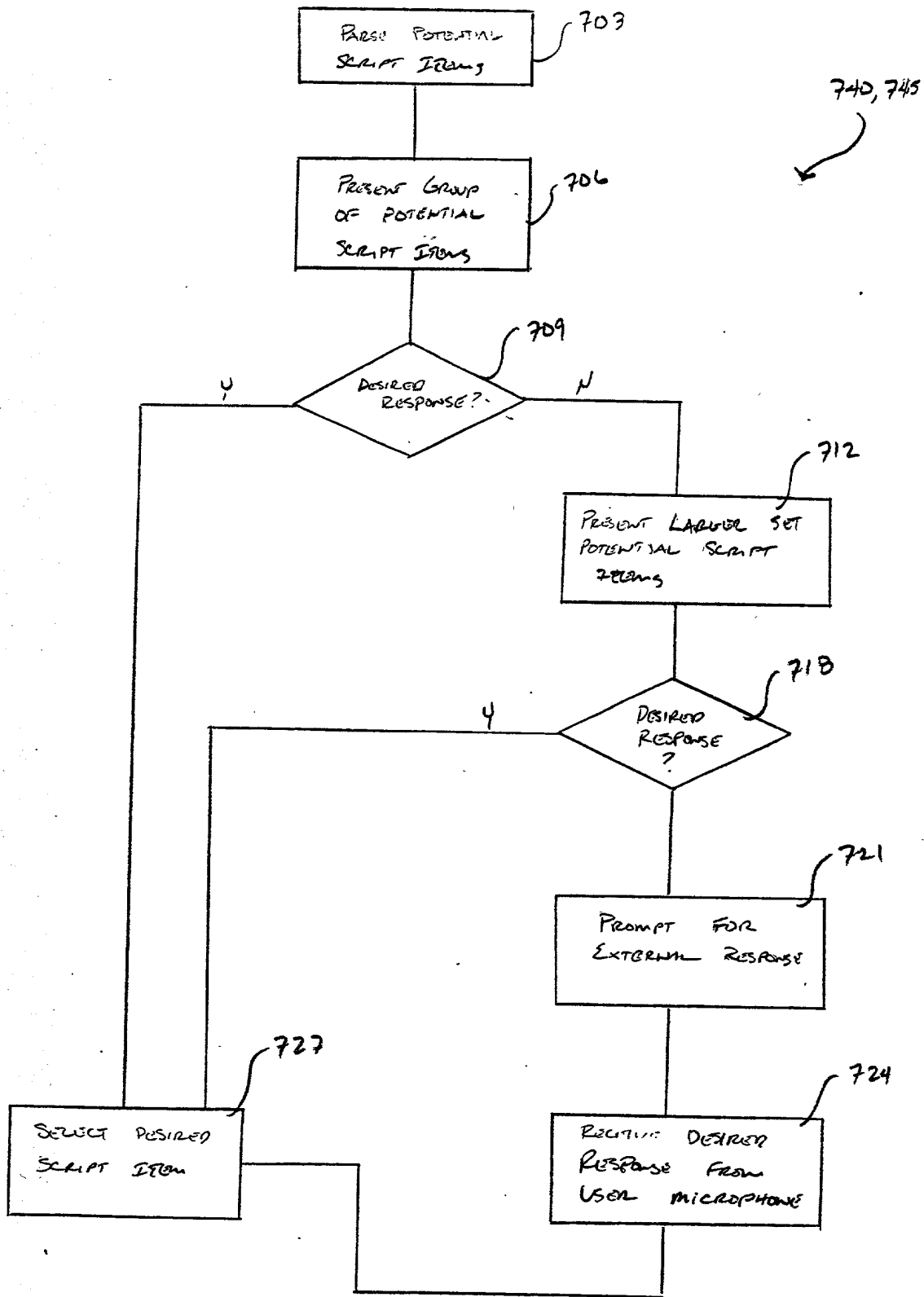


FIG 4C

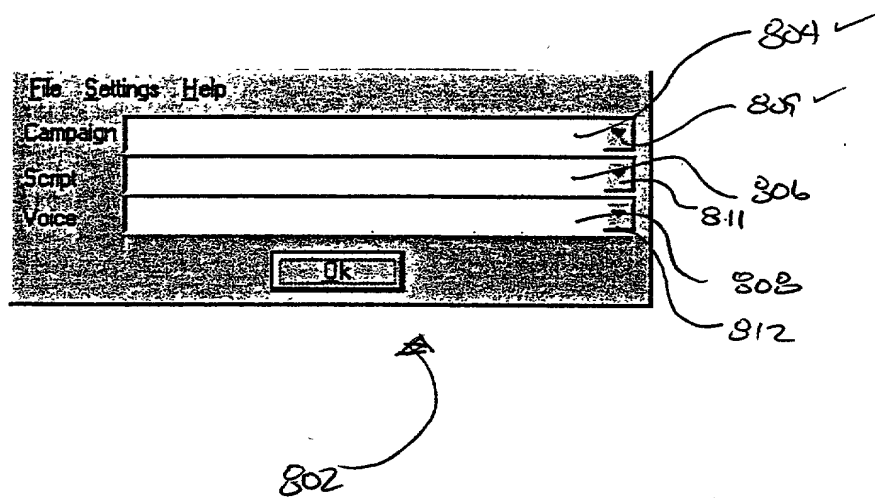


Fig. 5

2010

11.4

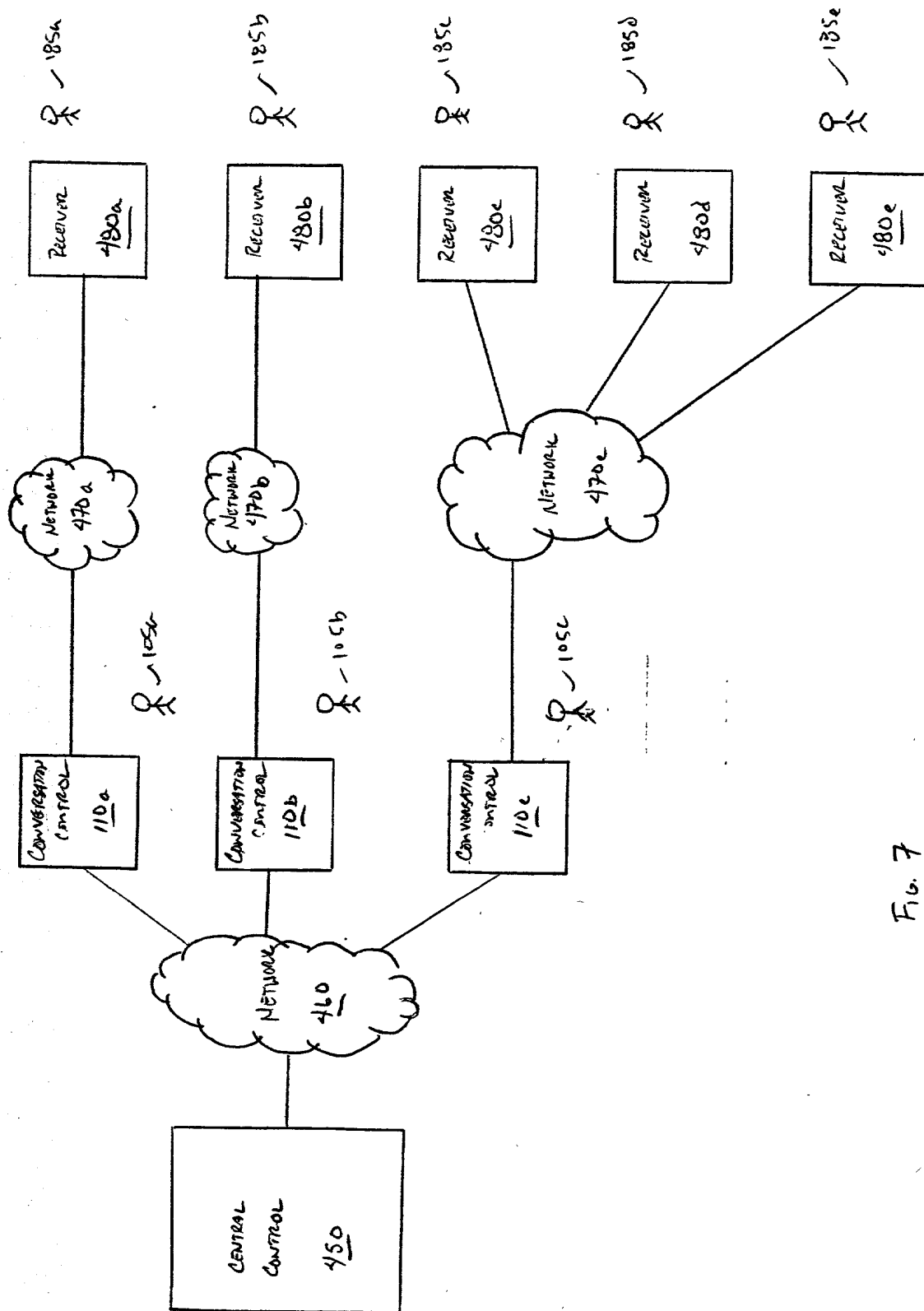


Fig. 7

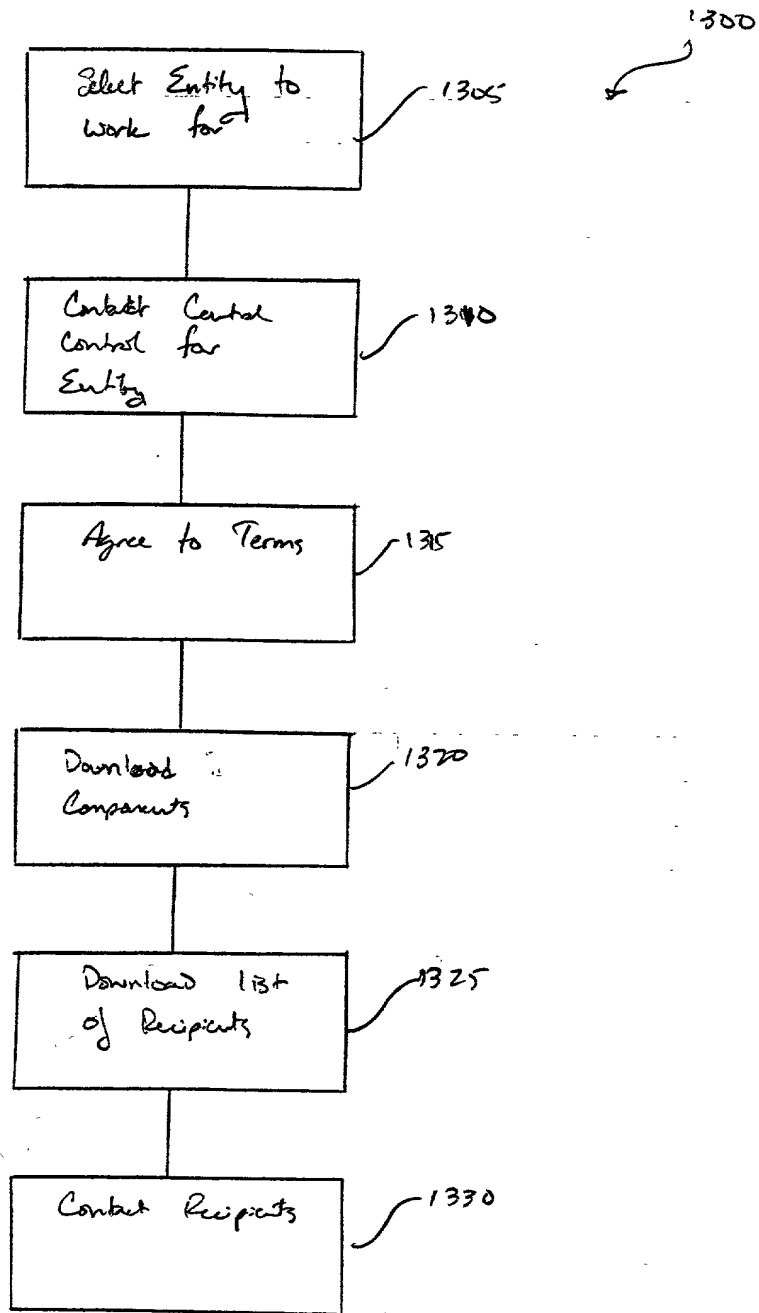


Fig. 8

500

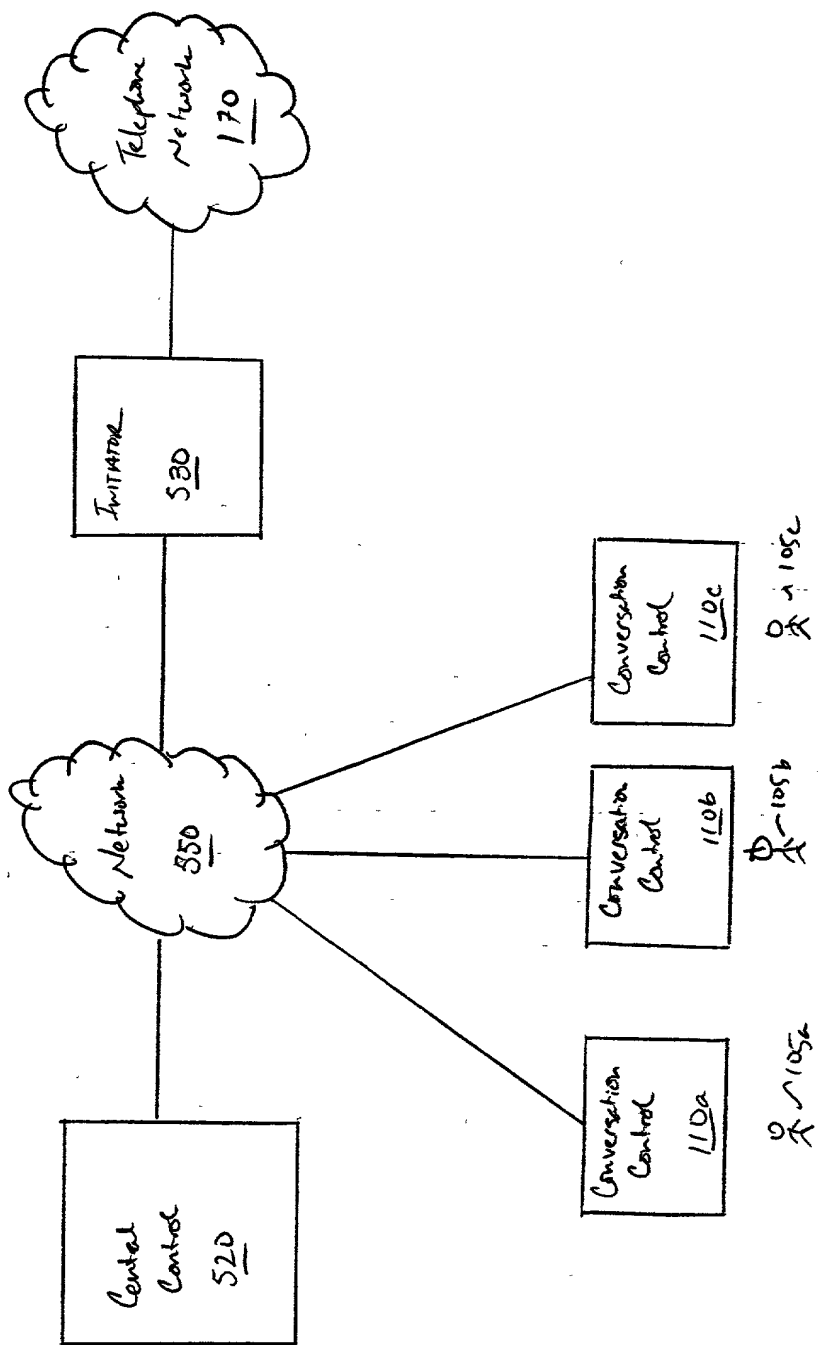


FIG. 9

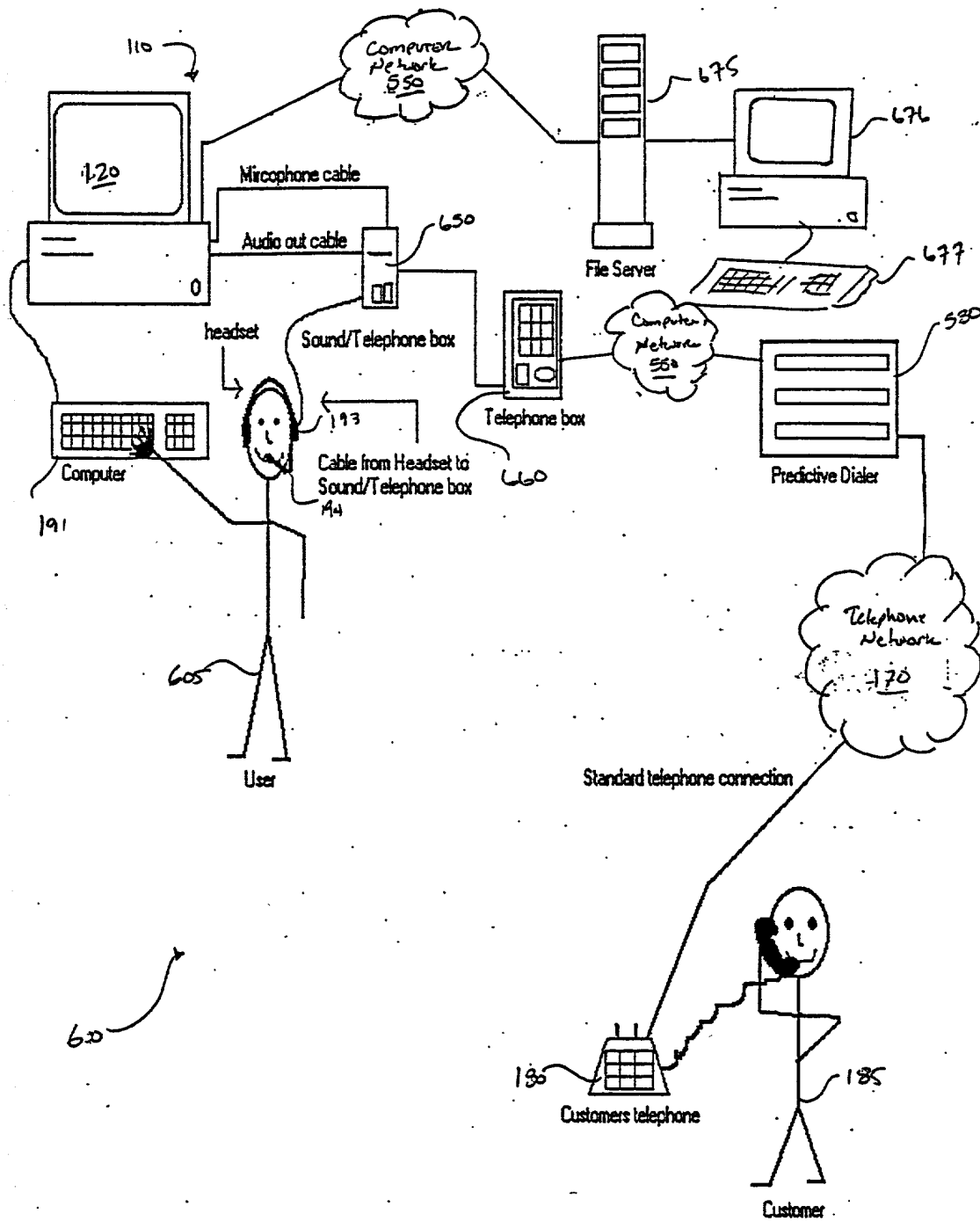


FIG. 10A

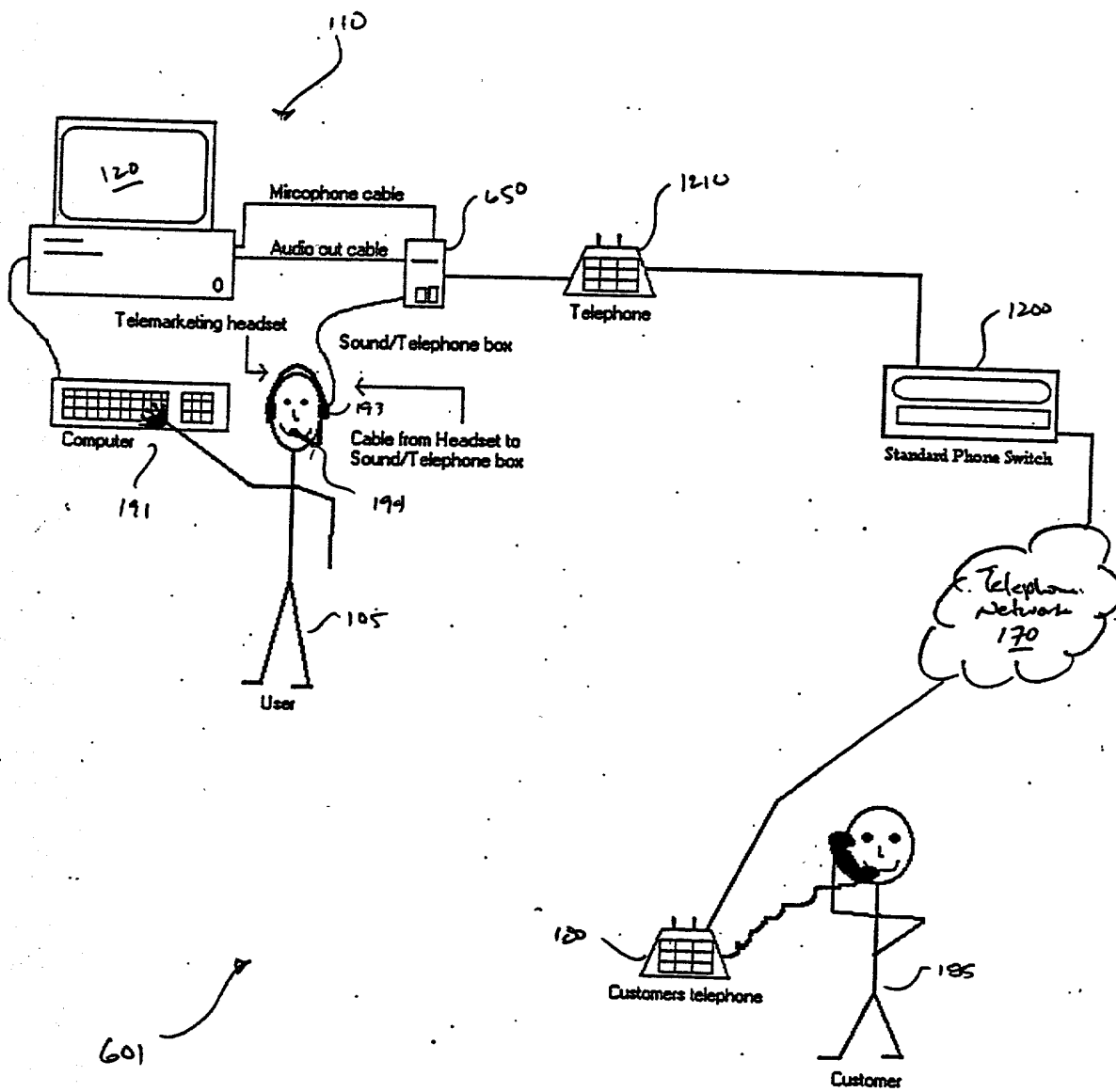


FIG. 10B

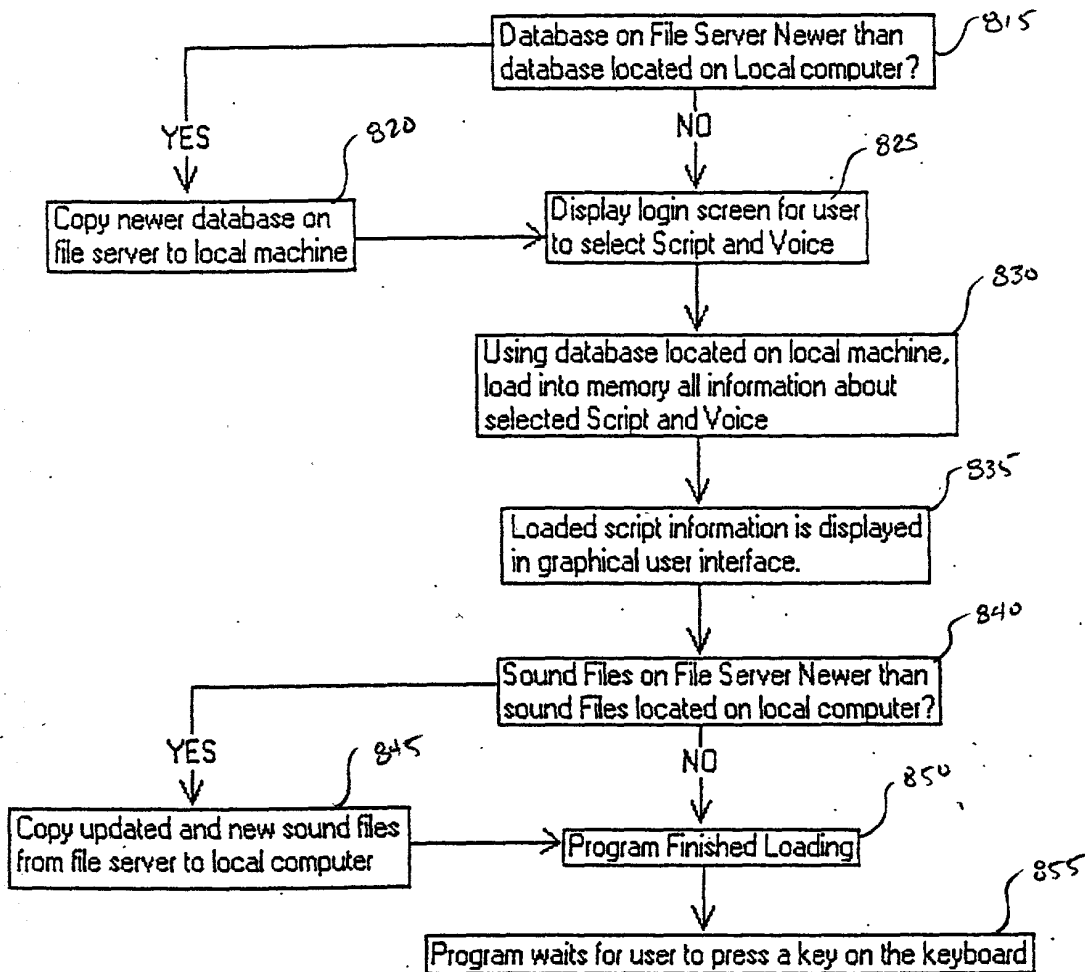


Fig 11